

For information on becoming a Supervisor/Manager-Retail Sales, see [Sources of additional information](#) within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

[151 Pleasant St., PO Box 159, 03570-0159](#)

Claremont (543-3111)

[404 Washington St., PO Box 180, 03743-0180](#)

Concord (228-4100)

[10 West St., PO Box 1140, 03302 - 1140](#)

Conway (447-5924)

[518 White Mountain Highway, 03818-4205](#)

Keene (352-1904)

[109 Key Rd., 03431-3926](#)

Laconia (524-3960)

[426 Union Ave., PO Box 760, 03246-2894](#)

Lebanon (448-6340)

[85 Mechanic St., Ste.4, 03766-1506](#)

Littleton (444-2971)

[646 Union St., Ste.100, 03561-5314](#)

Manchester (627-7841)

[300 Hanover St., 03104-4957](#)

Nashua (882-5177)

[6 Townsend St., 03060-3285](#)

Portsmouth (436-3702)

[2000 Lafayette Rd., 03801-5673](#)

Salem (893-9185)

[29 South Broadway, 03029-3026](#)

Somersworth (742-3600)

[243 Rt.108, 03878-1512](#)

NHCRN
New Hampshire Career Resource Network
Employment SECURITY Rick Ricker (603) 229-4489 ELM48
www.nhes.state.nh.us/elmi/nhcrn/index.htm

SO, You want
to be a...



Projected among the top twenty occupations with the most annual openings. (NH Employment Projections, 2002-2012)

Marketing, Sales & Service
Supervisor/Manager
Retail Sales



New Hampshire

**Here are
a few things
you should know.**

You'll want to know a few things about this career.

Avg Hrly Wage:

\$16.60

Expected

Growth Rate*:

18%

Avg Annual

Openings:

379

Training/Educ

Needed:

Related Experience, Military Training, or Apprenticeship

A postsecondary degree is increasingly needed for advancement into management. (OOH)

Basic Skills:

Reading, listening, speaking, math.

Job Skills:

Speaking, critical thinking, coordination, judgement and decision making, reading comprehension, active listening, management of financial & personnel resources, mathematics, instructing, monitoring.



SO, You want to be a...

Supervisor/Manager- Retail Sales

Supervisors/Managers ensure that the store functions properly (OOH, 2004-2005)

TASKS

1. Directs and supervises employees engaged in sales, inventory-taking, reconciling cash receipts, or performing specific service such as pumping gasoline for customers.
2. Plans and prepares work schedules and assigns employees to specific duties.
3. Hires, trains, and evaluates personnel in sales or marketing establishment.
4. Coordinates sales promotion activities; prepares merchandise displays and advertising copy.
5. Confers with company officials to develop methods and procedures to increase sales, expand markets, and promote business.
6. Prepares sales and inventory reports for management and budget departments.
7. Assists sales staff in completing complicated and difficult sales.
8. Listens to and resolves customer complaints regarding service, product, or personnel.
9. Keeps records pertaining to purchases, sales, and requisitions.
10. Examines merchandise; ensure it is correctly priced, displayed or functions as advertised.
11. Formulates pricing policies on merchandise according to requirements for profitability of store operations.
12. Inventories stock and reorders when inventories drop to specified level.
13. Prepares rental or lease agreement, specifying charges and payment procedures, for use of machinery, tools, or other such items.
14. Examines products purchased for resale or received for storage to determine condition.
15. Keeps records of employees' work schedules and time cards.

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Interests
(Holland Code):

ECS

(Enterprising, Conventional, Social)

Interest Area:

Retail and Wholesale Sales and Service

Working Conditions: Comfortable, well lighted, clean environment.

(While they probably have an office, they may spend much of the time on the sales floor supervising employees.)

Avg Work Week:

Hours vary. (Most will work 40hrs or more per week; long hours are common.)

Sources of additional info: NH Employment Security (Contact office nearest you or go online to www.nhes.state.nh.us).

National Retail Federation, 325 7th St. NW, Ste1100, Washington, DC 20004 (www.nrf.com).

Food Distributors International, 201 Park Washington Ct., Falls Church, VA 22046 (www.fdi.org).

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